1 12. (Amended) In a communications system comprising a server [on a network, means for connecting the server to at least one computer in a remote customer premises, a help channel and a call center connected to the help channel connectable through the information network to the computer, a method for the customer to obtain help in relation to a page from the server displayed by the computer] connected to the Internet-, customer premises equipment in a remote customer premises comprising a customer computer connectable to the Internet and having a customer IP address, a call center having a plurality of help agent computers connected to the Internet, a method for the customer to obtain help in relation to a WWW page having a URL (universal resource locator) from the server displayed by the customer computer comprising the steps:

   a)   the customer selecting a remote help option from the page;

   b)   the customer computer automatically preparing a help request form comprising [a network address] the customer IP address;

   c)   the system automatically transferring the help request to the call center; and

   d)   the call center setting up a virtual audio channel on [the data network between the channel and the customer computer] the Internet between one of said help agent computers and the customer computer using IP based voice communications.

Please add new claims 37 to 49, as follows:

2 --37. The method according to claim 12 wherein the request form further comprises a field for filling in a customer preferred time for call-back and wherein the call center further comprises means for recording the help request forms and associated preferred call-back times, and is adapted to place calls at specified times according to the times in the recorded requests.

3 38. The method according to claim 12 wherein the means for transferring the request to the call center is one of TCP/IP HTTP or E-mail.

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39. The method according to claim 12 further comprising the step of the call center sending a message back to the customer with an anticipated wait time when no help agent is available for immediate help.

40. The method according to claim 12, wherein said one of said help agent computers is also provided with customer relevant information.

41. The method according to claim 12 in which said agent computer is further provided with a URL indicating from which page the customer has requested help and with which the agent computer can be set up at the same page.

42. A system for connecting a call center to a customer computer having a customer IP address so as to allow remote help to be provided to a customer from the call center, the system comprising:

means for presenting a page having a URL on the remote customer computer, the page including a remote help option which when selected generates a help request form including the customer IP address;

means for forwarding the help request form to the call center.

43. The system according to claim 42 wherein the request form further comprises a field for filling in a customer preferred time for call-back.

44. The system according to claim 42 in which the request form further comprises said URL.

45. A call center for providing help to a customer on a customer computer having a customer IP address comprising:

means for receiving a help request form containing the customer's IP address;

means for establishing a voice over IP connection to the IP address identified in the help request.

46. The system according to claim 45 wherein the request form further comprises a field for filling in a customer preferred time for call-back and wherein the call center further comprises means for recording the requests and associated preferred call-back times, and is adapted to establish the voice over IP connections at specified times according to the times in the recorded requests.

47. The system according to claim 45 further comprising means for sending a message back to the customer with an anticipated wait time when no live agent is available for immediate help.

48. The system according to claim 45 further comprising means for providing a call center agent with customer relevant information.

49. The system according to claim 45 in which the request form further comprises a URL indicating from which page the customer has requested help and with which the agent can set up the agent computer at the same page.--.

REMARKS

During prosecution of the parent application, U.S. Patent No. 08/532,537, a claim number 44 was canceled in an Examiner's amendment in response to the Examiner's position that claim 44 was directed towards a different invention. Claim 12 of the application as originally filed was the precursor